Mansoura University
Faculty of Engineering
Dept. of Electr. and Comm. Eng..
2nd year

2010 (Jan 2010)
Final Exam.
Time: 2 Hours
Full Mark: 75 points
Humanities (3)

The exam consists of Six pages.
Answer all of the questions and assume any missing data

Choose the most suitable answer
Draw a table in your answering sheet having the question number and the corresponding answer in capital letters

(1) The word communications is derived from a Latin word that means ………
(A) comment   (B) command   (C) common   (D) transceiver

(2) Which of those is a communication method?
(A) Writing   (B) Listening   (C) Speaking   (D) All of them

(3) What do you want to avoid most when starting a conversation with someone for the first time?
(A) Talking about yourself   (B) Saying jokes   (C) Talking about politics (D) Talking a lot

(4) To perform a good conversation means …….
(A) to convince the other person   (B) to take the lead in the conversation   (C) to achieve a shared thinking with the other person   (D) to listen all the time to the other person

(5) You met with someone at a party and start talking about a work problem. The conversation will probably fail because of wrong ……
(A) relationship   (B) structure   (C) context   (d) behavior

(6) To put the conversation in the right context know …….
(A) some assumption about the other person honesty   (B) the other person relationship to me
     (C) how to start and end the conversation   (D) act with a good behavior

(7) Thinking could be defined as the process …….
(A) doing conversations   (B) changing our mental models   (C) convincing others
(D) None of that

(8) Which of the following is true regarding the relationship between a conversation parties?
(A) Permanent   (B) Not important   (C) Depends on the conversation time
(D) Dynamic

(9) Which of the following is a dimension of the relationship between the conversation parties?
(A) being an expert   (B) your job position   (C) your age (D) All of them

(10) It is good for your conversation to success to assume that you are… compared to the other party
(A) equal in power (B) easier person   (C) lower in power   (D) committed to your idea

(11) Which of the following may be considered as your rule in a conversation?
(A) the one who likes talking (B) A kind man   (C) A leader   (D) A strong man

(12) People often ask for or give permission in code, for example to give permission we may
(A) stop talking (B) keep talking   (C) smile   (D) leave

(13) Which of the following is considered a first stage thinking?
(A) What can we do? (B) What opportunities are there?   (C) How else could we look at it?   (D) What do we think about this?

(14) Which of the following is considered a second stage thinking?
(A) Why are we interested in this? (B) What do we want to achieve?   (C) How would someone else see it? (D) What might it mean?

(15) Which is true about non-verbal communication
(A) A bad way of communication (B) More reliable than verbal ones   (C) Try to avoid   (D) Can be practiced easily

(16) Which of the following is a non-verbal language
(A) The music of our voice   (B) The gestures we use   (C) The way we move our eyes
        (D) All of them

(17) Rubbing nose as an non-verbal move means
(A) pride (B) disbelieve   (C) Anticipation   (D) Negative evaluation

(18) We may misinterpret nonverbal messages because
(A) non-verbal messages are multi-channel   (B) we can't look at the person eyes (C) we fell lower in power   (D) we are shy

(19) A good headline for a conversation is
(A) How are you doing today? (B) The traffic was very good today   (C) My name is Ahmed
        (D) I want to talk to you about what happened in today's class

(20) You started a conversation that aims to find a solution for the traffic jamming problem, which of the following could not be said at the beginning of the conversation
(A) Cars are increasing (B) We can build more bridges   (C) Streets are very narrow   (D) All of the above

(21) Why people ignore first stage thinking?
(A) Because they are smart   (B) Because they are in a hurry   (C) ecause they are lazy
        (D) Because problems are frightening of facing problems

(22) The A in the WASP conversation model stands for
(A) Act   (B) Ask   (C) Acquire   (D) Argue

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(23) In the WASP conversation model in the Welcome phase we
(A) answer the question, why are we talking about this matter?   (B) look for solutions
    (C) set plans   (D) collect data

(24)) In the WASP conversation model, in the supply phase we
(A) introduce our selves   (B) start looking for a solution   (C) get knowledge from the attendance   (D) leave the conversation

(25) A conversation for relationship: key questions
(A) How do we see things?   (B) How can we understand each other?   (C) What links us?   (D) All of them

(26) To handle a conversation for possibility we may
(A) watch non-verbal actions   (B) talk friendly   (C) ask how other people might see it.
    (D) never talk

(27) You can destroy a conversation for possibility if
(A) you criticize the other person   (B) challenge what the other person says.   (C) acting as you are in a higher level than the other person   (D) All of them

(28) The bridge from possibility to opportunity is
(A) measurement   (B) working hard   (C) ignorance   (D) conversation skills

(29) A conversation for action is where we
(A) explore the problem   (B) introduce our selves   (C) set a work plan   (D) collect data

(30) You know that a conversation is going too fast
(A) when questions dry up   (B) when parallel conversations start   (C) when people show signs of weariness   (D) when one person starts to dominate the conversation

(31) Conversations can go too fast because
(A) too much analysis is going on   (B) people talk more about the past than the future   (C) people start to repeat themselves   (D) assumptions go unchallenged

(32) If you feel that the conversation is slowing down you can
(A) signal that you are looking for action, not words   (B) reflect what the other person says rather than replying directly to it   (C) speak very fast   (D) do no thing

(33) If you are asking permission to move into new territory, you might
(A) do whatever you want   (B) make a remark hesitantly   (C) close your eyes while speaking
    (D) talk very fast

(34) Non-verbal behavior that indicate refusal could be
(A) smiling   (B) nodding   (C) sitting back in the chair   (D) leaning forward

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(35) Opinions are
(A) things that are always true   (B) important ideas   (C) hot ideas   (D) ideas got cold

(36) ......is the way we find out what people means and how they think.
(A) Listening.   (B)Reading.   (C)Writing.   (D) Work.

(37) The limits and the potential of our conversation defines as........ .
(A) context.   (B) structure.   (C) relationship.   (D) distractions.

(38) ....is a set of behaviors that people expect of us
(A) Territory   (b) Power   (C) Liking   (D) Role

(39) Arguing
(A) stops you exploring and discovering ideas   (B) makes you win the conversation   (C) proves that you are right   (D) makes you look smart

(40) the ladder of inference could help you
(A) win a conversation   (B) avoid arguing   (C) know people better   (D) express your power

(41) The first rung of the ladder of inference
(A) take actions   (B) make assumptions   (C) infer meaning   (D) data selection

(42) To climb down the ladder of inference from doing an action we may
(A) ask have you considered?   (B) leave the meeting   (C) argue the action   (D) start nodding

(43) Which of the following is true about Mindmaps
(A) rarely used   (B) takes time to draw   (C) nice graphs   (D) a first-stage thinking tool

(44) Metaphors are
(A) a visualization method   (B) used in the ladder of inference   (C) rarely used   (D) used only when talking to kids

(45) The quality of your conversation depends on the quality of your
(A) writing   (B) speaking   (C) listening   (D) understanding

(46) Real listening means
(A) stop talking   (B) stopping your own thinking for a while   (C) acting politely   (D) replying to the other person points

(47) To improve your attention
(A) Avoid Interrupting   (B) Allow quiet   (C) always keep an eye contact with the other person (D) all of the above

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(48) Mostly people interrupt because they
(A) are like deep analysis   (B) like talking   (C) think what they're going to say
        (D) None of that

(49) You can show that you are paying attention by
(A) not tighten your facial muscles (B) stop talking   (C) look around   (D) treating the other person as equal

(50) It is better if you don't value somebody's ideas to
(A) not hold conversations with them   (B) hold conversations with them   (C) pay attention to them   (D) encourage them

(51) The best questions is a question that
(A) create an argument   (B) criticize in hidden way   (C) find fault   (D) opens up the other person's thinking

(52) Probing questions is a question that
(A) Put the answer into the other person's mouth   (B) Help you to take the lead in the conversation.
        (C) Build on an earlier question   (D) Cannot be answered 'yes' or 'no'.

(53) you discuss an issue with your employee, a good question will be
(A) why you don't work well?   (B) what if you are in my position?   (C) what if Ahmed do his job right?   (D) what if you listen to me from the beginning?

(54) On an interview, you pass your business card at
(A) the greeting stage   (B) as you start discussion   (C) when the interviewer ask (D) at the end before you leave

(55) One good thing to do during the interview
(A) recording your comments   (B) ask about the salary   (C) answer the unsaid questions
        (D) criticize you old employer

(56) A good ice breaker is to say
(A) what is your name   (B) we have a warm day   (C) it has been very crowded today   (D) let us begin the interview

(57) the first code in the IEEE code of ethics concerns with
(A) conflict of interest   (B) rejecting bribery (C) honesty   (D) Environment

(58) which is not true about Adrenaline
(A) Adrenalin stimulates excretion of body waste (B) increase the feel of fear   (C) It increases your concentration (D) Adrenalin causes your arteries to constrict

(59) demophobia is a
(A) a fear of dogs   (B) a fear of ridicule (C) a fear of speaking (D) a fear of people

(60) It is better in the presentation to

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(A) ask the audience   (B) keep saying jokes   (C) focus on the main ideas   (D) give the details

(61) you decide to make a presentation if
(A) are a good speaker   (B) you are selling something   (C) you want to inspire your audience   (D) you have important information to say

(62) a bad presentation audience analysis question could be
(A) What is the major idea of the presentation?   (B) What will they be expecting?   (C) Will they want to be there?   (D) How many will there be?

(63) The S in the SPQR model stands for
(A) Sudden   (B) Success   (C) Situation   (D) Simple

(64) Rehearsal could be consider as a
(A) thing with low importance   (B) reality check   (C) a form of acting   (D) waste of time

(65) Your employee make a mistake
(A) I will ignore that   (B) I will fire him   (C) I will ask him to explain   (D) I will punish him

(66) As part of being tactful
(A) Keep eye contact   (B) Never ask question   (C) Never blame in public   (D) Never correct mistakes

(67) you are not happy with your employee idea, you may say
(A) I don't agree   (B) I think this is wrong   (C) You looks like you didn't understand the problem   (D) I will leave

(68) critical comments
(A) better to avoid   (B) will provide correction   (C) should be said with positive comments   (D) must be said

(69) your kid broke a glass you better say
(A) Please clean it   (B) Why did you do this?   (C) What can I do with you   (D) you always make this mistake

(70) Assuming that everything you do is perfect
(A) help me being confident   (B) make me feel better   (C) help others respect you   (D) stall career

Best Wishes, Sherif Kishk

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